Looking at Training Differently.....

Cisco® IP Telephony Troubleshooting (IPTT) v4.0

Objectives :

IPTT v4.0 practices troubleshooting skills for administrators and engineers who support IP Telephony installations. IPTT prepares for one of the exams required for the IP Telephony Operations Specialization and Certification. The course revision number is skipping from v2.0 to v4.0 to acknowledge that both the Unity and the Call Manager software used in the course are revisions 4.

Prerequisites:

- CCNA, QOS or DQOS
- Also recommended: CVOICE, CIPT

Duration: **Five Days**

Additional Information **Course Content can be tailored to clients specific needs**

Course Outline

Module 1 - Applying Troubleshooting Methods

Module 2 - Troubleshooting CallManager, Network, Signaling, and Dial Plans Troubleshooting the CallManager Signaling Architecture

Module 3 - Troubleshooting AVVID Components

Module 4 - Troubleshooting Network Infrastructure

Module 5 - Applying Quality of Service in VoIP Networks

Module 6 - Troubleshooting Unity Voice Mail Systems

Module 7 - Escalating Trouble Tickets to TAC

After completing this course, the student should be able to:

- Apply effective troubleshooting methods to resolve issues in complex IPT networks

Troubleshoot Cisco and Microsoft AVVID components using the appropriate utilities and management tools.

Resolve QoS issues in complex IPT networks using effective and appropriate troubleshooting and implementation methods.

Employ Cisco TAC as a troubleshooting and escalation tool.

Troubleshoot common Call Manager configuration, integration, and operation problems.

Troubleshoot common router, switch, and gateway configuration; integration; and operation issues and problems in AVVID networks.

Troubleshoot common Unity configuration, integration, and operation issues and problems.